

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

) Group Art Unit: 2154

WING, et al.

) Confirmation No.: 5187

Serial No.: 09/713,966

) Examiner: SIDDIQI, Mohammad A.

Filed: November 15, 2000

AMENDMENT AND RESPONSE

Atty. File No.: 3354-9

For: ON-LINE DIAGNOSING OF
COMPUTER HARDWARE AND
SOFTWARE

CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS CORRESPONDENCE
IS BEING FACSIMILE TRANSMITTED TO THE
UNITED STATES PATENT AND TRADEMARK
OFFICE, FAX NO. 703-877-9308, ON July 8, 2004.

SHERIDAN ROSS P.C.

BY: *Jinger Lorenkamp*

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of April 8, 2004 (Paper No. 7). Although no fees are believed due in connection with the filing of this paper, please charge any fees deemed necessary to Deposit Account No. 19-1970.

Reconsideration withdrawal of the rejections of the claims are respectfully requested in view of the following amendments and remarks.

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09/07/2004

BTURMER

01 FC:2201

02 FC:2202

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